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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/037,275	01/03/2002	Frank J. Bogart	499003-A-01-US (BOGART)	6827

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Docket Administrator (Room 1L-202)
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101 Crawfords Corner Road
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EXAMINER

PANNALA, SATHYANARAYA R

ART UNIT	PAPER NUMBER
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2177

DATE MAILED: 07/14/2004

2

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application

10/037,275

Applicant(s)

BOGART ET AL.

Examiner

Sathyanarayan Pannala

Art Unit

2177

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 January 2002.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-12 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-12 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The Application 10/037275 filed on 1/03/2002 has been examined. Claims 1-12 are pending in this Office Action.

Claim Rejections - 35 USC § 112

2. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter, which the applicant regards as his invention.
3. Claims 5 and 6 are objected for claiming a method, an apparatus and a computer readable medium in a single claim group. A single claim, which recites a method, an apparatus and a computer-readable medium, is indefinite under 35 U.S.C. 112, second paragraph. This type of claim is indefinite because it fails to positively recite the boundaries sought for protection. The metes and bounds of the claim cannot be determined because it is unclear as to which category of subject matter is sought for protection, i.e., the method, the apparatus, or the storage medium.

Appropriate correction is required.

Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

5. Claims 1-12 are rejected under 35 U.S.C. 102(e) as being anticipated by Lee et al. (USPA Pub 2002/0147732).

6. As per independent claim 1, Lee discloses as a computerized system and method for providing a multifunctional customer and product management tool over the Internet and available to call center and the warehouse (Fig. 1, page 1, paragraph 0008). Lee teaches the claimed step of "in response to each instance of communication between a contact center and a customer of the contact center regarding at least one matter, creating for that instance in a storage medium a contact record including information about the at least one matter" as the database 60 and table 61 with records 62a, b,... n, used for customer information (Fig. 3, page 2, paragraph 0023). The table 61 is considered similar to contact table as it contains customer information. Further,

Lee teaches the claimed step of "further in response to each said instance, determining whether an individual said matter is a matter of an existing communication comprising at least one prior communication instance between the customer and the contact center" as the database 60 and table 65 with records 66a, b ...n, used for product information (Fig. 3, page 2, paragraph 0023). The table 65 is considered similar to communication table as it contains product information ordered by customers. Further, Lee teaches the claimed step of "in response to determining that the individual matter of the instance is not a matter of any said existing communication, creating for that communication in the storage medium a communication record corresponding to the individual matter of the customer and including information about said individual matter, and linking the contact record with the communication record" as the database 60 and table 65 with records 66a, b ...n, used for product information (Fig. 3, page 2, paragraph 0023). The table 65 is considered similar to communication table as it contains product information, which was available products but not ordered by any customer. Finally, Lee teaches the claimed step of "in response to determining that the individual matter of the instance is a matter of a said existing communication, linking the contact record with the communication record" as the database 60 table 63 with records 64a, b, ...n contains information about the various users of the client/product management software (Fig. 3, page 2, paragraph 0023). The table 63 contains information relating to customer and product is considered as similar to contact and communication.

7. As per dependent claim 2, Lee teaches the claimed step of “using the information in the communication record which is linked to the contact record for the instance to service that instance” as the input template 74 includes fields in which the user computers 15 and 40 may enter information on the customer/management process and used to update one or more records 62a, b, ... n and/or 66a, b, ... n in the database 60 (Fig. 1-2, page 2, paragraph 0025). Further, Lee teaches the claimed step of “including information derived from servicing the instance in the contact record for that instance” as the report template 76 is used to generate various reports based on the information stored in one or more of the records 62a, b, ... n and/or 66a, b, ... n in the database 60 (Fig. 1-2, page 2, paragraph 0025). The information entered or updated in tables can be printed as an out come of the activity.

8. As per dependent claim 3, Lee teaches the claimed step of “including information derived from the contact record for that instance in the communication record which is linked to the contact record for that instance” as the database 60 with table 63 shows the linked or combined records of customer and product information stored in the records 64a, b, ...n (Fig. 2, page 2, paragraph 0024).

9. As per dependent claim 4, Lee teaches the claimed step of “creating a contact record comprises creating a data entry having a unique contact identifier” the customer interaction module 220 allows the customer service representative to maintain and log customer records for customers that call in for technical support or customer service

with the field, Customer ID as unique (Fig. 3, 5, page 4, paragraph 0055-0056).

Further, Lee teaches the claimed step of "creating a communication record comprises creating a data entry having a unique communication identifier" as to update or create a new product record 66a, b, ... n, the database interface 70 accesses the input template and builds an HTML web page with the field, Product Info as unique (Fig. 3, 8, page 4, paragraph 0064-0065). Finally, Lee teaches the claimed step of "linking comprises creating a data entry containing the contact identifier and the communication identifier" as Customer ID is unique and the problem specific to the customer (Fig. 3, 5, page 4, paragraph 0063).

10. As per dependent claim 5, Lee teaches the claimed step of "An apparatus that performs the method of one of claims 1-4". The method of claim 1 was fully discussed in paragraph 6 above, so the rationale used for rejection of claim 1 the same rejection holds good for rejecting this claim.

11. As per dependent claim 6, Lee teaches the claimed step of "A computer-readable medium containing instructions which when executed in a computer, cause the computer to perform the method of one of claims 1-4". The method of claim 1 was fully discussed in paragraph 6 above, so the rationale used for rejection of claim 1 the same rejection holds good for rejecting this claim.

12. As per independent claim 7, Lee discloses as a computerized system and method for providing a multifunctional customer and product management tool over the Internet and available to call center and the warehouse (Fig. 1, page 1, paragraph 0008). Lee teaches the claimed step of "a storage medium" as the database 60 and templates are stored in a non-volatile storage system such as hard disks used by the server 10 (Fig. 2, page 2, paragraph 26). Further, Lee teaches the claimed step of "responsive to each instance of communication between a contact center and a customer of the contact center regarding at least one matter, for creating for that instance in the storage medium a contact record including information about the at least one matter" as the database 60 and table 61 with records 62a, b,.. n, used for customer information (Fig. 3, page 2, paragraph 0023). The table 61 is considered similar to contact table as it contains customer information. Further, Lee teaches the claimed step of "responsive to each said instance, for determining whether an individual said matter is a matter of an existing communication comprising at least one prior communication instance between the customer and the contact center" as the database 60 and table 65 with records 66a, b ...n, used for product information (Fig. 3, page 2, paragraph 0023). The table 65 is considered similar to communication table as it contains product information ordered by customers. Finally, Lee teaches the claimed step of "responsive to a determination that the individual matter of the instance is not a matter of any said existing communication, for creating for that communication in the storage medium a communication record corresponding to the individual matter of the customer and including information about said individual matter and for linking the

contact record with the communication record, and responsive to a determination that the individual matter of the instance is not a matter of a said existing communication, for linking the contact record with the communication record” as the database 60 and table 65 with records 66a, b ...n, used for product information (Fig. 3, page 2, paragraph 0023). The table 65 is considered similar to communication table as it contains product information, which was available products but not ordered by any customer. The database 60 table 63 with records 64a, b, ...n contains information about the various users of the client/product management software. The table 63 contains information relating to customer and product is considered as similar to contact and communication (Fig. 3, page 2, paragraph 0023).

13. As per dependent claim 8, Lee teaches the claimed step of “using the information in the communication record which is linked to the contact record for the instance to service that instance” as the input template 74 includes fields in which the user computers 15 and 40 may enter information on the customer/management process and used to update one or more records 62a, b, ... n and/or 66a, b, ... n in the database 60 (Fig. 1-2, page 2, paragraph 0025). Further, Lee teaches the claimed step of “including information derived from servicing the instance in the contact record for that instance” as the report template 76 is used to generate various reports based on the information stored in one or more of the records 62a, b, ... n and/or 66a, b, ... n in the database 60 (Fig. 1-2, page 2, paragraph 0025). The information entered or updated in tables can be printed as an out come of the activity.

14. As per dependent claim 9, Lee teaches the claimed step of “including information derived from the contact record for that instance in the communication record which is linked to the contact record for that instance” as the database 60 with table 63 shows the linked or combined records of customer and product information stored in the records 64a, b, ... n (Fig. 2, page 2, paragraph 0024).

15. As per dependent claim 10, Lee teaches the claimed step of “the contact record comprises a data entry having a unique contact identifier” the customer interaction module 220 allows the customer service representative to maintain and log customer records for customers that call in for technical support or customer service with the field, Customer ID as unique (Fig. 3, 5, page 4, paragraph 0055-0056). Further, Lee teaches the claimed step of “the communication record comprises a data entry having a unique communication identifier” as to update or create a new product record 66a, b, ... n, the database interface 70 accesses the input template and builds an HTML web page with the field, Product Info as unique (Fig. 3, 8, page 4, paragraph 0064-0065). Finally, Lee teaches the claimed step of “creating and linking comprises means for creating a data entry containing the contact identifier and the communication identifier to link the communication record with the contact record” as Customer ID is unique and the problem specific to the customer (Fig. 3, 7, page 4, paragraph 0063).

16. As per independent claim 11, Lee discloses as a computerized system and method for providing a multifunctional customer and product management tool over the

Internet and available to call center and the warehouse (Fig. 1, page 1, paragraph 0008). Lee teaches the claimed step of “a storage medium” as the database 60 and templates are stored in a non-volatile storage system such as hard disks used by the server 10 (Fig. 2, page 2, paragraph 26). Further, Lee teaches the claimed step of “plurality of contact records, each representing a different instance of communication between a contact center and a customer of the contact center regarding at least one matter and including information about the at least one matter, and a plurality of communication records, each corresponding to a different one of a plurality of matters of the customer, including said at least one matter, each communication record being linked to each contact record of the plurality of contact records that corresponds to same said matter as the communication record, and including information about said matter” as the record contains the Call History in addition to Customer ID (Fig. 3, page 3, paragraphs 0028-0038 and page 4, paragraph 0055-0057). Finally, Lee teaches the claimed step of “connected to the data storage and responsive to instances of communication between the customer and the call center for generating and linking corresponding said contact records and communication records” as the table contains unique user name and password and the problem codes specific to the user to identify the problem (Fig. 3, page 3, paragraphs 0039-0044).

17. As per dependent claim 12, Lee teaches the claimed step of “the generating means are further for populating each contact record with information about the corresponding contact and populating each communication record with information

about the corresponding matter" as the customer calls the call center, the customer ID is used to search for records in the customer table 61 and populated the table if the record does not exist (Fig. 5, page 4, paragraph 0055) similarly the customer requested product is queried in product table 65 and inserted into the table if the record does not exist (Fig. 8, page 6, paragraph 0064).

Other Cited References

18. The following references are cited by the examiner but not relied upon are considered pertinent to Applicant's disclosure:

- A) Eilbacher et al. (US Patent 6,724,887) discloses a contact center records and analyzes customer communications.
- B) Shaffer et al. (US Patent 6,381,324) discloses a one number, multi-application, intelligent call processing system provides service benefits to a caller.
- C) Hurd et al. (US Patent 5,937,051) discloses a system for transferring a voice and data components of a service call.
- D) Broughton et al., US Patent Appl. Pub. US 2003/0018702 discloses tiered service model for a digital multimedia contact center.

Conclusion


19. The prior art made of record, listed on form PTO-892, and not relied upon, if any, is considered pertinent to applicant's disclosure.

20. If a reference indicated, as being mailed on PTO-FORM 892 has not been enclosed in this action, please contact Lisa Craney whose telephone number is (703) 305-9601 for faster service.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sathyanarayan Pannala whose telephone number is (703) 305-3390. The examiner can normally be reached on 8:00 am - 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Breene can be reached on (703) 305-9790. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).


Sathyanarayan Pannala
Examiner
Art Unit 2177

srp
July 11, 2004